SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30	1. REQUISITION NUMBER See Block 25 Below.	PAGE 1 OF PAGE(S) 199

2. Master CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER	5. SOLICITATION NO.	6. SOLICITATION ISSUE DATE
NAS5-98145	April 1, 2007	NNC07QA47D	CODE ARMD DO3	December 18, 2006

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NUMBER (No collect calls)	8. OFFER DUE DATE/LOCAL TIME
	Leahmarie Stervagi	(216) 433-2137	

ISSUED BY: CODE	10. THIS ACQUISITION IS	11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED	12. DISCOUNT TERMS
NASA Glenn Research Center 21000 Brookpark Road Mail Stop 500-3 Cleveland, Ohio 44135 Leahmarie Stervagi, Delivery Order Contracting Officer (DOCO) Phone: (216) 433-2762 Fax: (216) 433-5489 Email: Leahmarie.Stervagi-1@nasa.gov	[X] UNRESTRICTED [ ] SETASIDE: ___% FOR [ ] SMALL BUSINESS [ ] HUBZONE SMALL BUSINESS [ ] 8(A) NAICS: 541519 SIZE STANDARD: $21M	[ ] SEE SCHEDULE [X] 12b. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING: C-9 PPC: BX 14. METHOD OF SOLICITATION [X] RFQ [ ] IFB [ ] RFP	Net 30

15. DELIVER TO CODE	16. ADMINISTERED BY CODE
GRC On-Site	See Block 9

17a. CONTRACTOR/OFFEROR CODE / FACILITY CODE	18a. PAYMENT WILL BE MADE BY CODE
Lockheed Martin Government Services, Inc. 7375 Executive Place Seabrook, MD 20706 Cage Code: TBD TIN: TBD POC: Keith Spencer FAX: (301) 352-2620 TELEPHONE NO. (301) 805-0329 DUNS No. TBD	MS 500-312/Comm Acctg. Branch NASA Glenn Research Center 21000 Brookpark Road Cleveland, Ohio 44135
[ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER	18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK IS CHECKED [ ] SEE ADDENDUM

19 ITEM NO.	20 SCHEDULE OF SUPPLIES/SERVICES	21 QTY	22 UNIT	23 UNIT PRICE	24 AMOUNT
1.	Outsourcing Desktop Initiative for NASA (ODIN) Services.				
	The **estimated** value (per year) based on originally proposed seat counts for ODIN services is:	1 1 1	Yr 1 Yr 2 Yr 3	$11,501,375 $11,906,488 $12,331,150	$11,501,375 $11,906,488 $12,331,150
	NOTE ALL FINAL PRICES ARE INCLUDED AS THE PRICE MODEL TITLED: GLENN-PRICE-TABLE-031307-Updated Final Price Model -550pm.xls				

25. ACCOUNTING AND APPROPRIATION DATA	26. TOTAL AWARD AMOUNT (For Govt. Use Only)
This Delivery Order in funded via Optional Form 347	$35,739,013.00

[ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1 , FAR 52.212-3, 52.212-4 AND 62.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED
[X] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE the Master Contract 52.212-4 AND 52.212-5 ADDENDA [X] ARE [ ] ARE NOT ATTACHED

[X] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN	[X] 29. AWARD OF CONTRACT: REFERENCE ___ CODE ARMD DO3 ___ OFFER DATED 1/29/2007, YOUR OFFER ON SOLICITATION (BLOCK 5) INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS: Amendment 1
30A. SIGNATURE OF OFFEROR/CONTRACTOR Keith L. Spencer	31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) L. Stervagi
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Keith L. Spencer, Director of Contracts	30c. DATE SIGNED 3/30/2007
31b. NAME OF CONTRACTING OFFICER (Type or print) Leahmarie Stervagi	31c. DATE SIGNED 3/30/2007

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PART I CORE ADMINISTRATION DATA

1. **SERVICES TO BE FURNISHED** – The Contractor shall provide all seat and other services ordered under this Delivery Order (DO).

   The following represents the Core scope of available ODIN services.

SERVICES CATEGORY
Desktop Seats
Laptop Seats
Workstation Seats
Account Services Seat
Phone Services (PCELL) Seats
Server Seats
Virtual Team Meeting Seats
Mobile Computing Seats
Miscellaneous Maintenance Seats

2. **PRICE LIST** – The unit prices set forth on Attachment A, the PRICE LIST FOR YEARS 1, 2, AND 3, are applicable to the services ordered under this Delivery Order.

3. **BILLING PROCEDURES**- The following address is the designated billing office where the Contractor submits the invoices for this delivery order. This designation is for the purposes of performing Government acceptance of the services provided under this delivery order.

Address	Number of Copies
Center Specific	

4. **RETURN TO SERVICE CLARIFICATION** (Reference Master Contract Section C.5.9.7) – The Return to Service (RTS) charge is applicable to seats that require a physical visit to return to service. The RTS charge falls into one of three categories, to be determined on a case-by-case basis by the DOCOTR.

   Category 1 - Computer Seat RTS – applies to computer seats when the end user has implemented a change that results in the configuration becoming unstable or ceases to be interoperable and requires a return to the user defined configuration.. This requires a return to the user defined configuration, subject to the media or products provided by the user, if applicable.

   The Computer Seat RTS is typically applicable to the following:

   a. End user moves equipment without an order and/or requires dispatch to reconnect/reconfigure (e.g., user gives his or her Laptop to another user without following Center's procedures for M/A/C.)
   b. End user installs non-ODIN-supported S/W and the system becomes unstable or ceases to operate.

   Computer Seat RTS charge per seat is (b)(4)

   Category 2 - Communication RTS – applies to telephones, networks, radio, fax and video. The Communication RTS charge is typically applicable to reconnecting telephone or network drops when end user is unable to reestablish the connection.
   Communication RTS charge per seat is (b)(4)

   Category 3 - Software RTS – A software RTS is applicable when remote software capability (e.g., SMS) has been disabled by an end user and requires a manual

software update. This charge will not be assessed until the third occurrence by an enduser.
Software RTS charge per seat is (b)(4)

If the user has deviated from standard NASA Policy as stated above, the DOCOTR may authorize the Contractor to apply the RTS charge for any end user caused event, and written documentation shall be provided by the Contractor for DOCOTR approval.

5. **STATE AND LOCAL TAXES**
   a. In accordance with the ODIN Master Contract, the total delivery order value set forth in Part II, Item 4 shall include (identify and itemize) all applicable Federal, State, and local taxes and duties paid under this Delivery Order.

   b. The seat prices shall include personal property/use taxes. The Contractor shall separately identify on each invoice the amount of the personal property taxes included in that invoice for services.

   c. State sales tax shall not be included in the seat prices unless expressly authorized by the DOCO. If the Contractor is unable to obtain an exemption from state sales tax, the Contractor shall separately identify the paid tax amount and provide documentation clearly demonstrating that an exemption was applied for but rejected.

   d. For the applicable Centers' delivery order, the Contractor is hereby authorized and shall include all applicable state sales tax in the seat prices. The Contractor shall separately identify the total paid tax amount on each invoice in which state sales tax is included.

6. **ACCOUNTING AND APPROPRIATION DATA** – The accounting and appropriation data for this Delivery Order is reflected in NASA Financial Management System (SAP).

7. **AVAILABILITY OF FUNDS** - Funds are not presently available for performance under this delivery order. The Government's obligation for performance of this delivery order is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this delivery order, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

8. **RETAINAGE POOLS** – In accordance with Master Contract Section A.1.8 (a) and (b), the Government will withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for the Delivery Order and subsequent modifications.

   a. (b)(4) percent for the Performance Retainage Pool (PRP)

9. **PRP DECISION** – Pursuant to Master Contract A.1.8 RETAINAGE POOL (as modified by Master Contract Modification 5), the PRP decision for this Delivery Order will be made on a discretionary (i.e. all, partial or none) basis.

   a. The PRP decision shall be made semiannually for the Delivery Order.
   b. For the Delivery Order, the PRP decision criteria set forth in Master Contract Section A.1.8 (a) is supplemented with the following:

      (1) The Contractor's manner and degree in satisfying requirements, planning work, implementing on schedule and providing effective customer communication;
      (2) Overall satisfaction of the ODIN Points of Contact; and
      (3) Compliance to NASA Agency and Center Security Requirements/Standards.

10. **ASSET TRANSITION VALUE METHODOLOGY**

In the event a Center decides not to continue a delivery order, or upon expiration of a delivery order or of the contract, the Contractor agrees that the services provided under this contract are essential to the Government and shall be continued without interruption. If the Government or successor contractor acquires any or all assets identified by the final Asset Transition Value Report (ATVR), the Contractor agrees to comply with direction provided by the Contracting Officer to assist the orderly transition of equipment, services, software, leases, etc. to the Government or the successor contractor.

a. Asset Transition Value (ATV)

During the performance of this contract, Contractor may purchase capital equipment; enter into lease agreements, either operating or capital; or enter into Contractor Corporate Agreements for the purpose of performing the work described in the ODIN Master Contract and Delivery Order. Any such equipment or agreements to obtain equipment are subject to the requirements of this clause. The objective of this clause is to provide the Government or successor contractor the process to take title to any or all such equipment items or to continue lease agreements so that in the event of termination or completion of the contract period of performance, the Government may continue to provide services to the NASA centers without interruption.

With regard to equipment assets, the Contractor shall capitalize and depreciate any such equipment in accordance with the Asset Transition Methodology set forth in this Delivery Order and shall be in conformance to any applicable requirements and standards of the ODIN Master contract. Contractor agrees to maintain complete records of the capital equipment that is subject to this clause. Such records shall include all items identified in DRD ODIN-1A and be in conformance with the quarterly ATV reports submitted for this Delivery Order. Contractor agrees to make these records available to the Government Contracting Officer upon request.

When the Government or successor contractor acquires the assets identified in the ATV, the Contractor shall transfer title of all capital equipment to the Government or their designated Contractor. The Contractor agrees to accept the ATV amount calculated in accordance with the Methodology set forth in this Delivery Order as the full and complete payment for the assets.

b. Asset Transition Value Methodology (ATVR)– The following methodology and business rules shall apply to the calculation of the ATV:

(i) The depreciation of assets is based on net book value. Net book value is defined as the value of the asset at the time of asset transition and is based on straight line depreciation over the useful life of the asset as shown in the table below.

Asset Category	**Useful Life**
Desktop (PC, MAC,UNIX)	3 years (or as selected by user)
Network Printers (Shared Peripherals and PRN Seats)	5 years
Server Seats	5 years

Telephone (instruments and "back office" equipment	5 years
Cell Phones	3 years
Mobile Computing devices	18 months
Fax systems	3 years
Local Video systems	5 years
Administrative Radio systems	5 years
Network resources	3 years
Remote Communication resources	5 years
Public Address systems	5 years

(ii) The ATV shall not include any Government-furnished or institutional-provided property or equipment, nor shall it include any infrastructure items for which title resides with the Government.

(iii) A 2.41 percent asset transition charge will be applicable to transition assets turned over to the Government or successor contractor. The charge will only apply to tangible items, such as hardware. The purpose of the transition charge is to cover costs associated with preparing and executing property transfer documentation, update corporate records and personal property tax records, preparing certificates of maintainability, and completing transfer agreement for leases and maintenance agreements.

(iv) Transition services to support any continuity of service during a transition period that occurs after the end of the delivery order period of performance or shipment of assets that are transitioned are not included in the ATV or transition charge. If requested, these costs will be separately priced as part of continuity of services.

(v) The ATV amount is based upon the asset being abandoned in place with the Government or successor contractor taking title to the equipment.

(vi) Catalog items are considered part of the seat for asset transition purposes but are not subject to the depreciation or any transition charge. In accordance with the DRD -1A, the Contractor shall report the value of the catalog items but the values shall not be included in the ATV dollar amount.

c. Provisions to transfer to a successor in interest

With regard to all purchase and lease agreements, either operating or capital, and Corporate Agreements, the Contractor shall include provisions in such agreements with regard to their continuation with a service provider other than the current Contractor. The Government or successor contractor reserves the right to approve and accept any terms and conditions prior to be bound by any such agreements.

d. Transfer Title of Assets

With regard to title transfer of assets from Contractor to the Government or designated third party, a DD Form 1149 or commercial equivalent will be used to transfer title of these assets. A DD Form 1149 or commercial equivalent will be prepared for each Center to include an attached spreadsheet that lists all assets being transferred from Contractor to the Government or successor contract. The list of assets shall include the asset type, description, serial number, tag number, location, assigned end-user (if applicable) and any other information necessary to identify and locate the asset. The list of assets shall be in agreement with the assets reported on the final ATV report and contained in the Contractor's asset management system.

e. Continuity of Services

In any event, the Contractor shall keep all assets installed and usable by the Government through the transition of assets or their replacement by the successor contractor. If the transition period is anticipated to continue beyond the Delivery Order period of performance, the Contractor shall submit a proposal for the required effort upon request by the Contracting Officer and agrees to negotiate a fair and reasonable price for the continued use of the assets. As part of continuity services, there are several different possible options, but not limited to, available to the Government. One option is the Government or a designated third party procures all assets from the Contractor based on the methodology stated above. A second option is the Government or a designated third party procures family of products from the Contractor based on the methodology stated above. A third possible

option is that the Government or designated third party decides to not procure any of the items identified in the ATV In any event, the Government shall notify the Contractor ninety (90) days in advance before the transition period commences. The Contractor shall be responsible for all assets not acquired by the Government or successor contractor at the end of the transition period.

11. **CORE COMMON IMPLEMENTATION**
Provide a common implementation of the core components of the standard load as described in attachment C. A joint agency CCB comprised of NASA and Contractor will define the core components. The CCB will meet on a quarterly basis to vote on a change request. A change requested submitted by a site to modify a version level of any of the core components as well as any additions or deletions of core software. The core components described in attachment C will be configured as factory default and any modifications to the configuration of a core component will be accomplished via an overlay setting to be applied at the site via Active Directory, SMS, or some other automated mechanism of the Contractor's choosing.

12. **RESERVED**

13. **RESERVED**

14. **RESERVED**

15. **RESERVED**

16. **RESERVED**

PART II CORE REQUIREMENTS

SECTION A – CORE GENERAL REQUIREMENTS

1. **WORK DAY DEFINITION** - For the purposes of this delivery order, the term "work days" means "business days" (i.e., 6:00am – 6:00pm Monday – Friday, based on Centers' local time zone).

2. **SCHEDULED OUTAGE NOTIFICATION** – The Contractor shall not schedule any planned maintenance activities during prime time without prior approval by the DOCOTR or designee, followed by notification of affected personnel at the Center.

   The Contractor shall comply with the Center's outage notification procedures. Unless otherwise specified, the Contractor shall coordinate **all scheduled outages** with the designated point of contact for the affected users, obtain approval from the DOCOTR or designee, and notify all affected personnel at each Center. Verification of receipt notification is not required.

3. **INSTITUTIONAL IT ENVIRONMENT DEFINITION** – The Institutional IT Environment is defined as the core components required to deliver ODIN seats and services to the end user. These include, but are not limited to, network domain servers, electronic messaging systems (e.g., X.500 directory services, gateways, e-mail systems including webmail), Internet access, computer virus protection, network communication equipment, voice mail, radio combiners, centralized antennas and telephone switches.

4. **MAINTENANCE OF THE INSTITUTIONAL IT ENVIRONMENT** – All ODIN-supported hardware and software that are part of the institutional IT environment shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or restore to service within four contiguous hours at all times, unless defined otherwise by the individual Center.

   All preventative maintenance activities shall be coordinated with, approved by and documented for the DOCOTR or designee.

5. **SUPPORT FOR SPECIAL EVENTS** – The Contractor shall provide support for Center special events (e.g., Open House) as identified by the DOCOTR or designee. The Contractor shall provide help desk support such that trouble tickets for these events are automatically handled with the Priority Service as defined in Master Contract section C.5.9.4.1. The support for Special Events shall not be counted against the priority service percentages. The Contractor shall coordinate remote event support with DOCOTR for concurrence.

6. **PRIORITY SERVICE PERCENTAGES** – In addition to the one (1) percent set forth in Master Contract C.5.9.4.1 and C.5.9.4.2, the Contractor shall provide priority service for up to two (2) additional percent each for a total of three (3) percent.

   The percentage associated with Master Contract C.5.9.4.2 shall be calculated based upon the monthly average of the total number of trouble tickets submitted to the Contractor during the prior contract year. In the event that the three (3) percent are not used in the current month, the unused portion does not carry forward to the next month.

   In the event that the number of seats increase or decrease by 5 percent or greater in the current year measured against total number of trouble tickets submitted to the Contractor during the prior contract year, an equivalent adjustment shall be made to the total number of trouble tickets used to calculate the 3 percentage available for the current year.

7. **APPLICABILITY OF ODIN SERVICES TO DELIVERY ORDER**

   The following changes are applicable to the ODIN Services provided under this Delivery Order and reflected in the revised Table E (Attachment E to this Delivery Order):

a. **DESKTOP SEATS (Reference Master Contract Table E.2.1.1)**

(1) The following core seats and service levels are added for ordering under the Delivery Order:
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:
(i) TBD

b. **SERVER SERVICES (Reference Master Contract Table E.2.2.1)**

(1) The following core seats and service levels are added for ordering under the Delivery Order:
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:
(i) TBD

c. **PHONE SERVICE (Master Contract Table E.2.3.1)**

(1) The following seats and service levels are added for ordering under the Delivery Order
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:
(i) TBD

d. **LAN INTERFACE SERVICE (Reference Master Contract Table E.2.3.1)**

(1) The following core seats and service levels are added for ordering under the Delivery Order:
(i) TBD

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:
(i) TBD

8. **MOVES, ADDS, CHANGES CLARIFICATION** – In addition to the requirements specified in the Master Contract, Section E.3.1.8, Moves, Adds, Changes, a move, add or change is further clarified to include the following:

a. A move is defined as de-installation, move and re-installation of system hardware requiring a physical dispatch of a technician or analyst.
b. Virtual moves do not count in computing the total number of moves included in the service levels. A virtual move is one that does NOT require a physical dispatch of a technician or analyst.
c. Moves are aggregated by service; for example, average of one move per year for each "seat" type in each of these categories: desktop, server, and communications services.
d. Wiring needed to provide connectivity to a seat is included in the seat price provided the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support.

9. **CLARIFICATION OF CREDIT FOR OUTAGE** - Outage is defined as when one or more services (defined in Attachment E of the ODIN Master Contract) are unavailable **and** the return-to-service (RTS) metric is missed. Seat services include, but are not limited to, back-office, Shared Peripheral Services (SPS), e-mail, file services, etc.

In accordance with Master Contract A.1.9 (Credit for Outages), the Government is entitled to receive a credit of one-thirtieth of the monthly seat price for each day of outage. The monthly base (standard) seat price shall be used as the basis for calculation of the dollar amount.

The following shall be used in calculating the outage credit:

(a) The Master Contract provides for "full-day RTS" and "partial-day RTS" service levels.

(1) The "full-day RTS" refers to the service levels associated with the "3 working days" and "close of next business day".
(2) The "partial-day RTS" are those service levels associated with 8 work hours or less.

(b) When a subscribed metric is missed, all days beginning with the day that the ticket originated shall be considered in calculating the outage credit.

(c) The count of outage days will not include the days that are beyond the control of the Contractor, as designated by DOCOTR or designee.

(d) If the RTS is completed by noon, then the last day of outage will not be counted. If the RTS is completed after noon, then that day shall be counted.

(e) For "partial-day RTS" and priority services **when** the subscribed metric is missed but RTS is completed on the date that the outage was reported, the outage days shall include that day as a full day of credit.

(f) For both "full-day" and "partial-day RTS", the count of outage days shall include weekends and holidays, except for tickets that have **not** failed the metric on the day prior to a weekend or holiday. For these tickets, if the ticket fails later, then the count of outage days will exclude the weekend or holiday immediately following the outage but include any subsequent weekend or holiday.

(g) The following scenarios are provided as examples of the clarifications above:

RTS metric	Ticket opened	RTS completed	No. of days due credit
Close next business day	12/7/01, Fri.	12/11/01, Tues., 9 am	2
Close next business day	12/7/01, Fri.	12/11/01, Tues., 2 pm	3
Close next business day	12/7/01, Fri.	12/18/01, Tues., 2 pm	10
Four-hour	12/7/01, Fri, 1 pm	12/10/01, Mon, 2 pm	4
Four-hour	12/7/01, Fri, 6 am	12/7/01, Fri, 11 am	1

10. **INTEGRATED ENTERPRISE MANAGEMENT PROGRAM (IEMP) SUPPORT** - Pursuant to the Master Contract C.9.2 which identifies the Integrated Enterprise Management Program (IEMP) as an agency-wide project to be supported by ODIN, the Contractor shall support IEMP consistent with Triage Level 2 requirements and to maintain an end-user desktop environment that ensures continued successful access to IEMP servers. In accordance with the Triage Level 2 requirements set forth in C.5.5.2 NON-ODIN SUPPORTED HARDWARE AND SOFTWARE (Triage Level 2), the Contractor shall install the software and facilitate resolution of problems by working, if necessary, with the Government identified POC. The Contractor shall also provide support in accordance with the following and the IEMP Desktop Requirements Document. The Contractor shall reference the most updated version of the IEMP Desktop Requirements Document.

The Contractor shall provide IEMP application support as defined below:

(a) The Contractor shall test and integrate the IEMP software into the Core Standard Software Load.

(b) The Contractor shall support pre-deployment activities through:
  (1) Participation in kickoff, planning and project meetings and workshops as appropriate
  (2) Participation in unit or system tests as appropriate
  (3) Assistance in the installation of development or project related software (e.g. Lotus Notes client, VISIO, etc.)
  (4). Modification of ODIN supported services (e.g. printer queue support, port definition, etc.)

(c) The Contractor shall test, validate, and deploy new IEMP modules/components through:
  (1) Configuration of desktops for test and validation purposes that may differ from the IEMP Desktop Requirements Document.
  (2) Support desktops for training purposes that may differ from the IEMP Desktop Requirements Document.
  (3) Perform module rollout to identified ODIN supported desktops in accordance with official center schedules and milestones.

(d) The Contractor shall install and make operational specific versions of core software as specified in the IEMP Desktop Requirements Document for supported seats.

(e) The Contractor shall update the user system to the user defined configuration subject to the media or product provided, if applicable, and the center's standard load to include the appropriate IEMP software.

(f) The Contractor shall provide pre and post rollout/update reports to the DOCOTR or designee(s) that will include the following:
  (1) IEMP user, scheduled/implemented date of the rollout/update
  (2) The user's software versions of the IEMP client(s) and applicable supporting software
  (3) IEMP user's desktop hardware configuration (i.e.,: memory and available storage space)

(g) IEMP Client and Web Service - The Contractor shall provide the following:
  (1) Installation and support of the specific version of core software as specified in IEMP Desktop Requirements Document.
  (2) Installation on the desktop seat of a new release or version upgrade within 45 days of written notification that the software is available on the IEMP software distribution server site.
  (3) Installation of approved requests for an initial (new user) load in accordance with the schedule of the subscribed service level of Master Contract E.3.1.8 MOVES, ADDS, CHANGES.
  (4) Installation on the desktop seat emergency updates/patches/fixes within 5 days of written notification that the software is available on the IEMP software distribution server site.
  (5) Perform help desk function for IEMP related calls in accordance with subscribed service levels.
    i. Perform help desk function for IEMP related calls as Triage Level 2.
    ii. Assist IEMP Competency Center to:
      (a) Ensure appropriate IEMP printer queues are assigned and functioning
      (b) Resolve trouble situations.

(h) The Contractor shall attend and support meetings with IEMP support staff as requested by the DOCOTR or designee.

11. **CLARIFICATION OF CONSUMABLES** -
    a. For this Delivery Order, consumables are defined as:
        - Paper
        - Desktop Removable Media (such as CD, DVD, floppy disks, zip disks, memory stick)
        - Toner or print cartridges
        - Spare batteries from a third party source (such as for laptops and administrative radios).

    b. Unless otherwise specified in this Delivery Order, the ODIN Contractor is not required to provide the above listed consumables in accordance with ODIN Master Contract A.1.33.

    c. Except for paper and floppy disks, the Contractor shall make consumables available in the ODIN catalog.

    d. The loss of the use of services purchased under the ODIN contract, due to lack of paper, print cartridge, or other consumable as defined by this Delivery Order, shall not be considered the Contractor's responsibility.

    e. The inability of the device to function as intended due to the failure of other internal components is the Contractor's responsibility. For example, the loss of a laptop computer's portability due to the inability of the battery to hold a charge would be the Contractor's responsibility.

    f. For this delivery order, all rechargeable batteries provided with any seat or catalog order are not considered consumables. (i.e., laptop, MC Seat, PCELL)

12. **MISSION FREEZE NOTIFICATION** - Pursuant to Master Contract C.5.9.2, the mission freeze notification time is no less than three (3) working days prior to the freeze. An individual ODIN user or the DOCOTR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the DOCOTR or alternate DOCOTR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization.

13. **COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM (CAP) SUPPORT** - The Contractor shall support NASA employees in obtaining assistive technology in accordance with the Computer/Electronic Accommodations Program (CAP), a partnership between NASA and the Department of Defense. This support shall be at no additional cost to the delivery order.

    The ODIN responsibilities are as follows:
    a. For users that currently have an ODIN desktop seat, the ODIN Contractor shall participate with CAP in identifying products that meet the users' needs and ensure they are compatible with the ODIN seat. CAP shall acquire and deliver the products to the user, or, if preferred, the ODIN Contractor.

    b. If the service is ordered from the ODIN catalog, the ODIN Contractor shall install and set-up the products on users' seats. This includes making software changes to accommodate the CAP products. Any hardware or software items acquired through CAP and installed on the user's seat become the new supported system baseline for that seat.

    c. The CAP products would be considered Government furnished property under the ODIN Delivery Order. The ODIN Contractor shall manage the CAP products in the same manner as other Government furnished property under their contract.

d. The ODIN Contractor shall be responsible for any necessary registering of the assistive technology after it is installed on the user's seat.

e. If maintenance support service is ordered from the ODIN catalog, the ODIN Contractor shall also be responsible for all maintenance and repair of the CAP product. However, this does not include replacement due to breakage or incompatibility with subsequent ODIN technology. Replacement products will be obtained through the CAP.

f. CAP will be responsible for any needed user training.

g. For users who are not currently under an ODIN desktop seat, ODIN will not be responsible for ensuring that the product is compatible with the user's existing equipment. That responsibility would fall under the user's existing system administrator or alternative IT service provider. Consequently, ODIN is not responsible for making software modifications to accommodate the products, but will be expected to provide their best effort to make the products work with the user's equipment.

14. HARDWARE AND SOFTWARE DELIVERY REQUIREMENTS FOR SEATS WITHOUT MINIMUM PERFORMANCE SPECIFICATIONS -

This requirement applies to the hardware and software that the Contractor will provide to satisfy the seats that do not have minimum performance percentiles set forth in the Master Contract Table N.2.1.

For any seat type identified within this delivery order that has no minimum performance requirement specifications other than the specifications requirements within this document, the Contractor shall submit to the DOCOTR or designee the specifications for the new hardware and software that the Contractor proposes to provide for the seats.

The Contractor shall submit the specifications and requests for approval that coincides with the proposed timeframes noted in the proposed Attachment R process.

Delivery of approved specification shall also coincide with the proposed delivery schedule expressed in the Attachment R process.

The Contractor shall not deliver any previously authorized hardware or software without written DOCOTR concurrence.

15. HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 12 (HSPD-12) SUPPORT

Federal Information Processing Standard (FIPS) 201, entitled *Personal Identity Verification (PIV) of Federal Employees and Contractors*, was developed to satisfy the requirements of HSPD-12. NASA plans to implement the use of Two-Factor Authentication on IT systems and applications in accordance with FIPS 201. This authentication protocol requires two independent ways to establish identity and privileges, generally 'something you know' combined with either 'something you have' or 'something you are'. For the majority of NASA systems, a Smartcard with a personal identification number (PIN) will be implemented to meet this authentication requirement. All NASA civil servants and contractors shall be supplied with smartcards.

NASA created the HSPD-12 Project to coordinate all aspects of implementing the requirements of this directive. The HSPD-12 Desktop Integration Project has been established to facilitate the use of Smartcards for logical access to NASA's desktop systems. Scope will be defined based on commercial availability of PIV Middleware clients and smartcard readers. The Desktop Integration Project will develop "installation kits" for each supported platform describing the process for enabling compliance and will produce infrastructure integration guidelines and procedures, where necessary.

ActivIdentity has been selected by NASA to provide the Card Management System (CMS) and PIV middleware. ActivIdentity middleware will be installed on all systems for which clients are available.

Currently, client availability is limited to Microsoft Windows XP/SP2 systems which are members of a Microsoft Windows Domain. Clients for Mac OS X 10.4, Solaris 10, and RedHat Linux WS4 are expected in Spring 2007.

NASA will furnish the Contractor with ActivIdentity middleware, smartcard readers, installation kits, infrastructure integration guidelines, and Entrust PKI software and certificates as required. NASA will update NASA-STD-2801 *NASA Strategy for an Enterprise Windows Architecture,* NASA-STD-2804, *Minimum Interoperability Software Suite*, and NASA-STD-2805, *Minimum Hardware Configurations* as appropriate to include specific infrastructure, software, and hardware requirements.

The Government shall only provide smartcard readers during the initial deployment phase of HSPD-12, which includes all existing systems. After NASA-STD-2805 is updated to include the requirement for smartcard readers, the Contractor will be responsible for purchasing smartcard readers for all new and refresh systems.

The Contractor shall provide HSPD-12 support as defined below:

a. The Contractor shall provision ODIN supported desktops with the required software, hardware, and configuration settings necessary to address HSPD-12 compliance.

b. In accordance with the scope of ODIN services at each Center, the Contractor shall make necessary Windows Domain and other infrastructure modifications as identified by the HSPD-12 Desktop Integration Project as being required to support HSPD-12 compliance.

c. The Contractor shall provide catalog services to deploy card readers, PIV middleware, and PKI software to NADs and non-ODIN systems for which install kits have been developed.

d. The Contractor shall support pre-deployment activities through:
   - Participation in HSPD-12 Desktop Integration planning and project meetings as appropriate
   - Participation in the Active Directory project meetings as appropriate.
   - Participation in the testing of installation kits as appropriate
   - Modification of services as appropriate

e. The Contractor shall support any center specific HSPD-12 requirements identified in Center Delivery Orders.

16. RESERVED

17. RESERVED

18. RESERVED

19. RESERVED

20. RESERVED

SECTION B. CORE COMPUTER SEAT SERVICES

1. **PERFORMANCE MEASUREMENTS** – There is no acceptable range for rating below these minimums. Deviations with lower percentiles established for the Delivery Order will only be accepted on a case-by-case basis.

2. **MINIMUM PERFORMANCE LEVELS** – The Contractor shall meet or exceed the following delivery order minimum performance levels for each platform.

   a. The following table represents the minimum performance levels that shall be met or exceeded for each platform for each quarterly technology refreshment period during the performance of the delivery order.

MINIMUM PERFORMANCE LEVELS TABLE

Platforms	PC Desktop Scale	MAC Desktop Scale	PC Laptop Scale	MAC Laptop Scale	PC Workstation Scale	MAC Workstation Scale
PC Desktops	90.0					
MAC Desktops		90				
PC Laptops			90.0			
Lightweight			90.0			
Tablet PC			90.0			
MAC Laptops				95		
MAC Lightweight Laptop				90		
PC Workstation					98	
MAC Workstation						98

   b. The systems that have been certified by the NASA-selected third party certification firm and are accepted by the Government as satisfying the applicable period's minimum performance requirements are set forth in Delivery Order Attachment E.

c. In the event a Product, Component or System is not available due to a Manufacture or Industry Constraint, the Contractor will be allowed to provide a "Request for Waiver" from metrics. The Contractor will be required to provide the ODIN DOCOTR written notice of the constraint within two (2) business days of the notice from the Manufacturer. Details of the specific constraint will be provided by the Contractor via the manufacturer to the DOCOTR before consideration is given to the "Request for Waiver".

3. **MASTER CONTRACT ATTACHMENT R BASELINE CORE SEAT COMPONENTS** - The Contractor shall baseline the core components at the current level at the end of the prior ODIN Delivery Order and shall not reduce these for the remainder of the Delivery Order. On subsequent Master Contract Attachment R submissions, if the Contractor enhances one or more of the core components, then the enhancement shall become the new baseline for those components on the future submissions. The core components are defined as processor, memory (RAM), hard drive capacity, video card memory, optical drive, removable media capacity, and monitor type, size, and resolution.

4. **CORE STANDARD SOFTWARE LOAD** - For this Delivery Order, the Government has defined a core standard software load. The core standard software load is required on all ODIN supported Computer seats. The core standard software load is available to all Network Attached Device (NAD) seats. Attachment C lists the required software. All Computer seats shall be configured with the required core standard software load within the first six months of the delivery order. Any hardware refreshes necessary to meet this requirement shall be performed. Additionally, all new, replaced, temporary, or refreshed computer seats shall contain at least the core standard software load as listed in Attachment C. The Contractor is responsible for acquiring and maintaining the licenses for all software provided as part of the core and standard loads, unless otherwise directed by the DOCOTR.

   The Contractor shall support all software listed in current and future versions of NASA-STD-2804***x***, (where x is defined to include the current and all future document versions. The definition of x is applicable through out this Delivery Order and all Attachments), Minimum Office Automation Software Suite Interface Standards and Product Standards. Support includes, but is not limited to, installation and reinstallation, upgrades, software patches, bug fixes. **Any hardware refreshes or memory upgrades necessary to meet new software requirements shall be performed at no additional cost to the government (as specified in the Master Contract).** Support for shareware includes, but is not limited to, installation and reinstallation. In those areas where the customer has purchased the shareware, support includes, but is not limited to upgrades, software patches, and bug fixes. For a shareware product, Contractor support may be limited by the amount of support provided by the vendors of the shareware.

   In accordance with E.3.1.7 Software Technology Refreshment of the Master Contract, the Contractor shall refresh the operating system and application software within 1 year of the latest release by the software vendor. Once the Contractor has tested the new release, the Contractor shall present its software refresh plan to the CCB, after review by the DOCOTR, in sufficient time to ensure roll out within 1 year of release, unless otherwise specified by the DOCOTR or designee.

   In accordance with Master Contract Section C.5.2 End User Documentation, the Contractor shall provide unrestricted access to end user electronic documentation on ODIN services for the use of any products provided. Hardcopy documentation, including media, shall be available in the catalog.

5. **RESTORE TO SERVICE** – The Contractor shall restore a computer seat such that the user has access to the documented user defined seat configuration prior to the failure.

6. **SANITIZATION:** The Contractor shall ensure that all ODIN-supported equipment that stores data and/or information is sanitized prior to reuse, external transfer, surplus, donation, or sending equipment offsite for repair. The level and type of sanitization shall be In accordance with (IAW) NIST SP 800-88, with the exception of destroying resources which will be reutilized. This requirement encompasses all IT equipment that has non-volatile memory (e.g., handheld devices, external hard drives, routers, switches, network servers, network printers, network facsimile devices, desktop computers). The Contractor's procedures shall include ensuring that documentation exists, is maintained, and is available to the Government to provide documentation that all equipment for which it is responsible is properly sanitized. If the Contractor uses removable media such as but not limited to floppies, CDs, or DVDs for the purpose of migrating customer data, the Contractor shall implement procedures to ensure that the media is destroyed or erased.

7. **ARCHITECTURE**

Service Description: Provides the services to ensure an appropriate computer platform hardware (e.g., processor, memory, disk, network interface card) and system software (e.g., operating system, network operating system) is available to the specified Seat Type. Services include requirements analysis, hardware and system software platform acquisition, testing, verification, and installation in accordance with the specific technology refreshment cycles.

Each platform shall meet or exceed the performance measure specified in Attachment N, ODIN Performance Specifications in the Master Contract.

Each platform shall meet or exceed the minimum configuration recommended by the software manufacturer for the software installed with each seat. All components of the standard software load shall be capable of correct simultaneous execution and mutual interaction on each seat's platform.

Service Levels	Typical Service Characteristic
Windows	32/ 64 Bit Windows Functionality
MAC	MAC Functionality
Linux	Linux Functionality

8. **DEFINITION OF COMPUTER SEAT** - A Computer Seat is identified as any ODIN provided Desktop, Laptop, or Workstation seat.

9. **COMPUTER SEAT CHANGES** – If the Government changes a seat type during the Center Delivery Order, e.g., from a Desktop to a Laptop for a person moving from a traditional desktop system to a portable system with a docking station, the monthly seat price shall change to the existing price of the new seat type. The user will receive hardware to meet the functionality of the new seat either:

   a. At the scheduled technology refreshment period of the existing seat, or
   b. By an early technology refreshment ordered through the catalog, or
   c. Upon negotiation of a change in the technology refreshment schedule by the DOCOTR.

If a user requires a seat type change, the change must occur a minimum of 30 days prior to the scheduled technology refreshment date, unless otherwise approved by the DOCOTR, to avoid incurring additional costs above the change in seat type cost. If the user has already received the scheduled technology refreshment during this delivery order period and requires a new computer seat immediately, the Government will order early technology refreshment from the catalog.

10. **COMPUTER SEAT RELATED MAINTENANCE** (Reference Master Contract E.3.1.3, E.3.1.4 & E.3.1.5) – When ordering hardware maintenance, system software maintenance, or ODIN application software maintenance for a seat, the Government will order the same restore to service level. This will apply whenever all three or any combination of the maintenance services is ordered.

    In the event of inconsistencies, except for where the ordered service level is none, the maintenance service level will default to the highest service level ordered for any of the three items.

    When a user orders critical maintenance for any of the above maintenance service levels, the user will order enhanced integrated customer support /help desk service level (Master Contract E.3.1.11).

    For ODIN seats located in remote locations (eg: Russia or Alaska), the Contractor shall provide hardware maintenance services. The Contractor shall provide the ordered service using drop ship methodology or other DOCOTR approved method.

11. **ADDITIONAL CLARIFICATION FOR COMPUTER SEATS** – For this Delivery Order, the following items will be provided with all Computer seats:
    a. One battery for each Laptop
    b. A USB removable storage device (i.e. memory stick) in accordance with NASA Standard 2805*x* – Additionally, the USB removable device will have self contained encryption software. The Contractor shall only provide one memory stick for all new and tech refresh seats; if the item should fail, it is the Contractor's responsibility to replace the failing memory stick. If the memory stick is lost, stolen, or damaged due to negligence then it is the responsibility of the government to replace the memory stick.

12. **ACCOUNT SERVICES AS SERVICE LEVEL FOR COMPUTER SEATS - The following service levels are incorporated for computer seats.**

Service Level	Typical Service Characteristic
None	No Directory account services
Basic	Directory account services normally provided with the ODIN standard seat

13. **E-MAIL SERVICES AS SERVICE LEVEL FOR COMPUTER SEATS -** The following service levels are incorporated for all Desktop, Laptop, Workstation, and S&E seats. The None service level will be available for ordering only if the Government elects to implement NOMAD, or similar project that will provide the E-mail services. Additionally, this service provides client access licenses (CALs) and Live Communications Server (LCS).

Service Level	Typical Service Characteristic
None	No e-mail services
Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).

14. **E-MAIL STORAGE SERVICES AS SERVICE LEVEL FOR COMPUTER SEATS -** The following service levels are incorporated for all Desktop, Laptop, Workstation, and Workstation UNIX seats.

    Service Description: Provides 100MB of e-mail storage space on ODIN provided e-mail servers. The Contractor shall restore files from backup at the user's request by close of next business day.

Service Levels	Typical Service Characteristic

Service Levels	Typical Service Characteristic
None	No e-mail storage space services. (Only orderable if "none" is ordered as e-mail services.)
Basic	100MB of e-mail storage space.
Regular	200MB of e-mail storage space.
Premium	500MB of e-mail storage space.
Enhanced	1GB of e-mail storage space.

15. **DESKTOP SEAT DESCRIPTION** - formerly known as GP1, GP2, and SE1; the following requirement supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

    Functionality: The Desktop seat is intended for overall general purpose computing in support of Center and Agency activities (administrative and general purpose scientific/engineering). Typical usage includes E-mail, web browsing, report preparation, presentation creation, meeting scheduling, spreadsheet generation and general S & E application development and execution. The computer and all associated services are able to perform general-purpose business and scientific/engineering computing, including standard office automation and desktop productivity enhancement software. Functionality includes: business program development and execution of enhanced applications, word processing, spreadsheet, presentation graphics, electronic messaging (e-mail, calendaring, forms), Internet tools, anti-virus, and access to other components of NASA's interoperability software suite. Additionally, for all new ODIN provided desktop seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

    Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Standard	Standard Windows functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	Windows	Standard PC desktop functionality
Application Software	Basic	Standard application software suite
HW Maintenance	Regular	Restore to service by close of next business day
Systems S/W Maint	Regular	Restore to service by close of next business day
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Basic	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as (identified in MC 3.5.2)
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat

Service Type	Service Level	Typical Service Characteristics
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space.
Loaner Pool Management	None	No loaner pool management services

16. **LAPTOP SEAT DESCRIPTION** - formerly known as GP3 (Reference Master Contract Section E.2.1.4 GP3 SEAT DESCRIPTION)

Functionality: A laptop computer is equivalent to a desktop computer, and all associated services, with standard office automation and mobile productivity enhancement similar to a desktop seat. The Laptop functionality is met by the standard PC/Mac notebooks and provides modem, wired Ethernet and wireless Ethernet. This seat is intended to fulfill the majority of NASA's requirements for portable computing, including access to interoperable functionality. The Laptop is optimized for the customer who requires only occasional seat mobility and does not want to trade-off performance for less weight and extended battery life. Additionally, for all new ODIN provided laptop seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee. In addition to the requirements identified in Master Contract Section E.2.1.4, the Contractor shall provide a laptop carrying case with each laptop seat. The laptop carrying case must be capable of holding the laptop, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a CD-ROM sized device, smartcard reader, and an extra battery.

Lightweight Laptop
Functionality: A Lightweight Laptop shall not exceed 4 lbs (excluding expansion unit) in weight (base computer components i.e. processor, motherboard, ram , hard-disk, screen, keyboard and mouse, integrated PC card slots, modem, wired Ethernet and the latest version of 802.11 capable wireless, CD-RW and system battery), and shall include all features and functionality of the Laptop platform and commercially-available lightweight/ultra portable laptops, including, at a minimum, processor, display, full function keyboard, modem, hard disk and connection for external peripherals. The Lightweight Laptop is optimized for the customer who requires seat mobility, less weight, and extended battery life over performance.

Tablet PC
Functionality: Tablet PC convertible unit serves as the user's primary personal computer as well as a note-taking device. At a minimum, the convertible unit shall internally include: processor, display that rotates 180 degrees and can be folded down over the keyboard, full function keyboard, modem, wired Ethernet and the latest version of 802.11 capable wireless connections, hard disk, connections for external peripherals, weigh no more than 4.5 pounds, runs the Tablet PC operating system, and include those components that are typically included in commercially available tablet PC laptops.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Standard	Standard Windows functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	Windows	Standard Laptop functionality
Docking Station	None	No Docking Station Service provided
Application Software	Standard	Standard application software suite
HW Maintenance	Regular	Restore to service by close of next business day
System Maintenance	Regular	Restore to service by close of next business day

Service Type	Service Level	Typical Service Characteristics
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Remote-S, Remote-W & Basic Lan	Standard access to Modem wired Ethernet and wireless Ethernet
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as identified in the Master Contract 3.5.2
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space.
Loaner Pool Management	None	No loaner pool management services

17. **STANDARD LAN SERVICE LEVEL FOR LAPTOP SEAT** - The Modem, Wireless LAN, and Basic LAN is the standard LAN service level for the Laptop platform for this Delivery Order.

18. **ADDITIONAL SERVICE LEVEL DEFINITIONS FOR LAPTOP SEAT SERVICES** - This section provides definitions of the services and service levels to be provided by the Contractor.

    a. **PLATFORM**

    Service Description: Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

Service Levels	Typical Service Characteristic
Standard	PC/MAC/Linux functionality
Lightweight	Lightweight PC/Mac laptop functionality
Tablet	PC Tablet laptop functionality

19. **DOCKING STATION SERVICE LEVEL FOR LAPTOP SEAT** – The Contractor shall provide an optional docking station for the Laptop Seat. This service level is added to the service levels identified in Desktop Service Level Definitions of the Master Contract E.3.1.

    The docking station service level is defined as follows:

    Service Description: Provides all services required to provide Docking Station service and network (LAN) access from a docking station. The Contractor shall meet or exceed the requirements specified below. Services include:

    a. Monitor keyboard, optical scroll mouse and speakers
    b. Network interface card for both docked and undocked modes

c. Parallel connection capability, serial connection capability, USB 2 connection, and monitor connection capability
d. Power supply and power connection capability, if available

Service Levels	Typical Service Characteristic
No ODIN Supplied	Select None and user retain their own docking station
None	No Docking Station Service provided.
Basic	Docking Station Service provided

20. GUIDELINES FOR LAPTOP LOANER POOL SERVICES

a. The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
   (1) Maintain Center standard load
   (2) Maintain any organization specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
   (3) Battery recharge and/or exchange
   (4) Remote access setup and guidance
   (5) Data transfer support (moving data from a server to the laptop or vice versa)
   (6) Remove user data from laptop

b. The Laptop Loaner Pool services shall be provided at an ODIN defined location (preferably on-site) and will be referred to as the Laptop Loaner Center (LLC). The NASA parties responsible for determining who may use the laptop will be identified by the DOCOTR or designee. Only the coordinator can authorize the checkout of a loaner pool laptop. Each center may have multiple coordinators, a primary and alternate responsible for each organization.

c. Laptop Loaner Responsibilities:
   (1) The Contractor shall be responsible for maintaining the current status of all laptops in the Laptop Loaner Pool by user's name and date of last checkout for each device. The laptop coordinator is responsible to track any other information he/she needs such as due date, length of checkout, etc.
   (2) The Contractor has primary responsibility for the property. The user is responsible for the property while it is checked out.
   (3) The Contractor shall be responsible for ensuring that the organization that ordered a specific laptop is the sole user of the laptop. The Contractor may use an organization's laptop to meet another organization's laptop loaner need only if the affected organization's coordinator has authorized the request. If a user uses another organization's laptop, the laptop will remain in the loaning organization's configuration.

d. The process to request a laptop from the Laptop Loaner Center (LLC) is as follows:
   (1) Coordinator gets request from user.
   (2) Coordinator notifies the Contractor of the requirement, at a minimum, two days prior to the date needed (via e-mail, fax or phone call) to release laptop to a specific user.
   (3) User notifies ODIN LCC if there is any data that needs to be transferred from the server to the laptop loaner
   (4) User goes to LLC to pick up laptop and signs appropriate paperwork prepared by the Contractor.
   (5) When user is finished with the laptop, user returns laptop to the LLC.
   (6) The Contractor prepares machine for next checkout.

21. WORKSTATION SEAT DESCRIPTION: formerly known as SE2

Functionality: The Workstation is, at a minimum, a two processor socket capable system intended for application development and execution of 32 and 64 bit higher performance scientific and engineering programs, making it a top performance system capable of supporting specialized resource intensive applications. The computer and all associated services are capable of meeting a

wide range of scientific and engineering needs. Functionality includes the capability of running commonly used applications and/or office automation applications which require higher levels of performance than those at the Desktop seat level. Additionally, for all new workstation seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

PLATFORM

Service Description: Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

Service Levels	Typical Service Characteristic
Standard	Windows/MAC/Linux functionality
Enhanced	8 gb memory minimum; 2 dual processors minimum; capable of running 64 bit software

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Standard	Windows/MAC/Linux functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	Windows	32 or 64 bit architecture
Processors	Regular	Dual Processor Capable, however single processor provided (not available for MAC)
Application Software	Regular	Standard Core S/W
HW Maintenance	Regular	Restore to service by close of next business day
Systems S/W Maint	Regular	Restore to service by close of next business day
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Basic	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as (identified in MC 3.5.2)
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space
Loaner Pool Management	None	No loaner pool management services

Processor Service Level Description:

Service Levels	Typical Service Characteristic
Regular	Dual Processor Capable, however single processor provided (not available for MAC)
Enhanced	Dual Processor Capable, two processors provided

22. **WORKSTATION UNIX SEAT DESCRIPTION**: formerly known as SE1, SE2, and SE3 (UNIX)

Functionality: The Workstation UNIX is HP, SUN, or SGI system intended for application development and execution of higher performance scientific and engineering programs, making it a top performance system capable of supporting specialized resource intensive applications. The computer and all associated services are capable of meeting a wide range of scientific and engineering needs. Functionality includes the capability of running high-end UNIX specific applications which require higher levels of performance than those at the Desktop or Workstation seat with the Linux architecture service level. Additionally, for all workstation seats the Contractor shall provide smartcard readers that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

PLATFORM

Service Description: Provides the appropriate hardware, system & application software and associated services (maintenance, system administration, customer support/help, etc.) to ensure that the required functionality of the specific service level is delivered.

Service Levels	Typical Service Characteristic
Entry Level	Entry level functionality
Mid Level	Mid level functionality
High End	High End functionality

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Entry	Entry level functionality
Monitor	Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Architecture	SUN	SUN architecture
Application Software	Regular	Standard Core S/W
HW Maintenance	Regular	Restore to service by close of next business day
Systems S/W Maint	Regular	Restore to service by close of next business day
Application S/W Support	Regular	Restore to service by close of next business day
Hardware Refreshment	Premium	System replacement every 3 years
Software Refreshment	Regular	Replace S/W load every 12 months
Moves/ Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
LAN Services	Basic	Provide access to the existing infrastructure capability
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	Basic	Familiarization with major upgrades as (identified in MC 3.5.2)

Service Type	Service Level	Typical Service Characteristics
System Administration	Regular	User ID, S/W distribution, Config. Mgmt.
Shared Peripheral Services	Basic	Access to network printers
File Services	Basic	Center standard server space
Local Data Backup and Restore	Basic	User data backup weekly
Desktop Conferencing	None	No desktop conferencing services
Account Services	Basic	Directory account services normally provided with the ODIN standard seat
E-mail Service	Basic	E-mail services normally provided with the ODIN standard seat (includes CALs and LCS).
E-mail Storage	Basic	100MB of e-mail storage space.
Loaner Pool Management	None	No loaner pool management services

23. **ACCOUNT SEAT DESCRIPTION** - Functionality: Provides user account management in Active Directory and other directory services, such as Lightweight Directory Access Protocol (LDAP), electronic mail accounts, and user based file services. LDAP is used to look up encryption certificates, pointers to printers and other services on a network, and provide "single sign on" where one password for a user is shared between many services. Additionally, this service provides client access licenses (CALs) and Live Communications Server (LCS).

    Standard Services:

Service Type	Service Level	Typical service characteristics
Account Services	Basic	Directory account services normally provided with the ODIN standard seat (includes PKI certificate)
E-Mail Services	Basic	E-mail services normally provided with the ODIN standard seat (includes Live Communications Server (LCS) account in NOMAD).
E-Mail Storage Services	Basic	200MB of e-mail storage space.
File Storage Service	None	No File Storage

24. **E-MAIL SERVICES AS SERVICE LEVEL FOR ACCOUNT SEATS** - The following service levels are incorporated for account seats. The None service level will be available for ordering only if the Government elects to implement NOMAD, or a similar project that will provide the E-mail services.

Service Level	Typical Service Characteristic
None	No e-mail account services
Basic	E-mail services normally provided with the ODIN standard seat.

25. **E-MAIL STORAGE SERVICES AS SERVICE LEVEL FOR ACCOUNT SEATS** – The following requirement adds e-mail storage services for desktops and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

    a. **E-Mail Storage Services**

    Service Description: Provides 100MB of e-mail storage space on ODIN provided e-mail servers. The Contractor shall restore files from backup at the user's request by close of next business day.

Service Levels	Typical Service Characteristic

Service Levels	Typical Service Characteristic
None	No e-mail storage space services. (Only orderable if "none" is ordered as e-mail services.)
Basic	100MB of e-mail storage space.
Regular	200MB of e-mail storage space.
Premium	500MB of e-mail storage space.
Enhanced	1GB of e-mail storage space.

b. **File Storage Services**

Service Description: Provides network based file storage volume accessible from cross platform computer types using a common protocol that allows authenticated access to the account seats' central account. Storage volume shall be centrally backed up daily and shall provide the ability to restore files for up to 30 days prior at the users request by the close of next business day. File transfer rates shall be no less than 50% of the network connection capacity. Storage volume will be deleted and purged by the service provider 31 days after the account is retired or service level is discontinued.

Service Levels	Typical Service Characteristic
None	No file storage volume
Basic	1.0 GB of network based file storage
Regular	Twice the amount of network based file storage
Enhanced	Five times the amount of network based file storage
Premium	Ten times the amount of network based file storage

26. **MOBILE COMPUTING (MC) SEAT DESCRIPTION:** Functionality: Provides wireless solution services capable of providing both voice and e-mail capable data communication, including optional capability for international communication. Included with the Mobile Computing Seat instrument, the Contractor shall provide 1.) a choice of several different color display devices such as a RIM based device, a Palm based device and a Windows Mobile capable device, 2.) a battery, travel and car battery chargers, syncing capability, carrying case (holster), and 3.) a hands free device. (e.g.. ear piece). Additional extra batteries are considered a consumable and will be purchased by the user. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The seat types offering an option for a mobile synchronization cradle/cable shall have conduit software supplied and supported by ODIN.

The Contractor shall provide and support the necessary hardware, software, assembly, installation, activation of the servers and interface with NOMAD in support of the Mobile Computing Seat. The configured system(s) shall be incorporated into the ODIN institutional IT support structure.

All MC Seat voice minutes shall be pooled at the Agency level. If the Agency pool of minutes is exceeded, the excess use shall be prorated for each MC Seat user who exceeded their individual service level, pursuant to the pricing for excess use established in the catalog. The Contractor shall notify each Center DOCOTR of their Center's prorated cost of the Agency excess usage, and shall coordinate with the DOCOTR to develop a Center-approved invoicing procedure. Service shall allow for incoming calls from the same provider at no cost or deduction from pooled minutes.

The Contractor shall supply all required software licenses.

Hardware

Hardware provided to support MC seats will be agreed upon using a Non-Performance Seat Attachment R Process. The Contractor shall submit to the Government an initial Non-Performance Seat Attachment R for MC seats for DOCOTR approval. Subsequent Non-Performance Seat Attachment R's will be submitted for each Attachment R period. All vendor-provided hardware and software will be delivered to the customer. Accessory options will be offered in the ODIN Catalog.

Replacement batteries are not considered consumables and shall be included with the seat. The instruments shall provide the following functions as a minimum: Silent mode, Electronic lock (programmable), Color display, Mute control, Automatic redial, Call return, Caller ID, Caller waiting, and Speaker Phone.

Mobile Computing (MC1)

Functionality: Provides Research In Motion (RIM) wireless enterprise solution services capable of providing both voice and data communication, including optional GSM/GPRS capability for international communication. Included with the MC1 Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses. The Contractor shall provide the required application software included with the supplied device type to meet the functionality at a minimum to view MS Word and Excel files; the software should also provide the capability to view MS Power Point and PDF files.

Mobile Computing (MC2)

Functionality: Provides Palm Based Device with Goodlink wireless enterprise solution services capable of providing both voice and data communication, including optional GSM/GPRS capability for international communication. Included with the MC2 Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional extra batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses. The Contractor shall provide the required application software included with the supplied device type to meet the functionality at a minimum to create, edit and view MS Word and Excel files; the software should also provide the capability to view MS Power Point and PDF files.

Mobile Computing (MC3)

Functionality: Provides Windows Mobile device with Goodlink wireless enterprise solution services capable of providing both voice and data communication, including optional GSM/GPRS capability for international communication. Included with the MC3 Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional extra batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses. The Contractor shall provide the required application software included with the supplied device type to meet the functionality at a minimum to create, edit and view MS Word and Excel files; the software should also provide the capability to view MS Power Point and PDF files.

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Architecture	MC1	RIM based device
Hardware Refreshment	Enhanced	System replacement every 18 months
Service Plan	Regular	Unlimited data transmittal; 500 anytime voice minutes per month
Text Messaging	None	Send and receive text messaging
Voice Mail	Basic	15 minutes of voice mail storage
Hardware Maintenance	Premium	Restore to service within 8 work hours
Software Maintenance	Premium	Restore to service within 8 work hours
	Regular	Refreshment within 90 days of the latest release by the software vendor

Service Type	Service Level	Typical Service Characteristic
Integrated Customer Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Calling Plan	Domestic	Domestic voice and data capability
Return to Service	Premium	Restore to service within 8 work hours
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days

27. MOBILE COMPUTING SEAT SERVICE LEVEL DEFINITIONS:

a. Architecture

Service Description: Provides a choice of several different color display devices such as a RIM based device, a Palm based device and a Windows Mobile capable device.

Service Levels	Typical Service Characteristic
MC1	RIM based device
MC2	Palm based device
MC3	Windows Mobile capable device

b. Hardware Technology Refreshment

Service Description: Provides for periodic refreshment of system hardware and required peripherals to more effectively and efficiently perform the objectives of the MC seat type.

Service Levels	Typical Service Characteristic
Basic	Replacement every 2 years
Regular	Not Applicable to this Delivery Order
Premium	Not Applicable to this Delivery Order
Enhanced	Replacement every 18 months
Critical	Replacement every 12 months

c. Service Plan

Service Description: Provides the required communication service plan based domestic usage.

Service Level	Typical Service Characteristic
Data Only	Unlimited data transmission
Basic	Unlimited data transmission plus 300 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Regular	Unlimited data transmission plus 500 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Premium	Unlimited data transmission plus 850 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Enhanced	Unlimited data transmission plus 1200 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-

Service Level	Typical Service Characteristic
	distance changes.
Critical	Unlimited data transmission plus 1900 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.

d. **Text Messaging**

Service Description: Provides service to send and receive text messages for the MC seat.

Service Levels	Typical Service Characteristic
None	No text messaging selected
Basic	Provides up to 50 text messages a month.
Regular	Provides up to 100 text messages per month
Premium	Provides up to 1000 text messages per month
Enhanced	Provides up to 2500 text messages per month
Critical	Provides Unlimited text messages per month

e. **Voice Mail**

Service Description: Provides the services required for a voice mail system with the following capabilities: recorded announcements, audio and visual indicators of messages awaiting retrieval, forwarding capability, auto dial voice mail caller, auto reply (send message back to voice mail caller), create, delete, retrieval of messages from any Dual-tone multi-frequency (DTMF) phone (internal or external to Center).

Service Levels	Typical Service Characteristic
None	No Voice mail included
Basic	Voice mail with 15 minutes of storage
Regular	Voice mail with 30 minutes of storage
Premium	Not Applicable to this Delivery Order
Enhanced	Not Applicable to this Delivery Order
Critical	Not Applicable to this Delivery Order

f. **Hardware Maintenance**

Service Description: Provides standard hardware maintenance services for the seat that includes: System diagnostics and trouble shooting, System and component maintenance, and Hardware configuration, tracking, and documentation.

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 business days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

g. **System Software Maintenance**

Service Description: Provides software maintenance services for system software including the PDA operating system and appropriate MC seat software. Services include: System diagnostics and trouble

shooting, Application configuration, tracking and documentation, and Patch and upgrade acquisition, testing, verification, and installation.

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 business days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

h. **Software Technology Refreshment**

Service Description: Provides for periodic refreshment of MC system and application software. This service provides the MC with new versions, upgrades and modifications associated with the system and appropriate MC seat application software. Software patches are those that enhance the capabilities of the device or provide security and/or bug fixes. Service shall include patch and upgrade acquisition, testing, verification, and installation. At the time of refreshment, the Contractor shall ensure that the MC Software does not cause interoperability issues with the user's computer seat.

Service Levels	Typical Service Characteristic
Basic	Refreshment within 180 days of the latest release by the software vendor.
Regular	Refreshment within 90 days of the latest release by the software vendor
Premium	Not Applicable to this Delivery Order
Enhanced	Not Applicable to this Delivery Order
Critical	Not Applicable to this Delivery Order

i. **Integrated Help Desk Support**

Service Description: Provides Help Desk contact, resolution, and tracking services for customer support for all ODIN-supported capabilities. The service also includes the generation of trouble tickets, providing customer and service providers with system status and alerts, and submitting unresolved problems to ODIN service providers. The ODIN-provided Help Desk shall be responsible for routing and tracking user requests for non-ODIN services to the appropriate service provider.

Service Levels	Typical Service Characteristic
Basic	Service request call only
Regular	Full services. Hours of operation: 6:00am to 6:00pm local time on workdays; Acknowledgment of request within 1 hour
Premium	Not Applicable to this Delivery Order
Enhanced	Full services. 24x7 operations; Acknowledgment of request within 30 minutes
Critical	Not Applicable to this Delivery Order

j. **Calling Plan**

Service Levels	Typical Service Characteristic
Domestic	Domestic voice and data capability
International	International and Domestic voice and data capability

k. **Restore to Service**

Service Description: Provides standard maintenance services including:

- System diagnostics and trouble shooting

- System and component maintenance
- Configuration changes, tracking, and documentation

Service Levels	Typical Service Characteristic
Basic	Not applicable for this Delivery Order
Regular	Not applicable for this Delivery Order
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

l. **Moves, Adds, Changes**

Service Description: Provides services to perform user requested printer hardware, de-installation, move and re-installation. A change in service level does not count against the cumulative number of moves, adds, changes allowed per year. A request for move/add/change service is defined as a service delivery order. Each service delivery order can request to move/add/change multiple ODIN seats. Service delivery orders are independent of each other. Individual service delivery orders shall not be combined without the consent of the requesters. The following service levels apply to each service delivery order.

Service Levels	Quantities	Typical Service Characteristic
Regular:	<=5 moves/adds/changes	Completed within 2 work days
	6 - 24 moves/adds/changes	Completed within 5 work days
	25 - 50 moves/adds/changes	Completed within 10 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor
Enhanced:	<=5 moves/adds/changes	Completed within 1 work day
	6 - 24 moves/adds/changes	Completed within 2 work days
	25 - 50 moves/adds/changes	Completed within 5 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor

28. VIRTUAL TEAM MEETING (VTM) SEAT CLARIFICATIONS -

a. The VTM seat does not include voice conferencing services. Users may use standard desktop phone service, FTS voice conferencing, or other services to provide necessary voice connectivity.
b. The meeting host is responsible for scheduling and meeting logistics (e.g., inviting attendees, providing meeting log-in and pass code information, providing voice connectivity information).
c. The contract price for the VTM Seat is based upon the total minimum annual people minutes of 578,800 for the contract (agency wide), not individual centers. The minimum quantity will be satisfied by ordered quantities of the small, medium, large, extra large and unlimited seat types under the centers' delivery orders.
   (1) If the actual ordered minutes exceed the minimum quantity by 10 percent, then the monthly billing of the seat price shall be discounted by Contractor to Propose%.
   (2) If the actual ordered quantities fail to meet the minimum quantities annually, the Contractor may submit proposed revision to the prices to the Contracting Officer for subsequent negotiation of new contract prices.
   (3) Total people meeting minutes per month is calculated as follows:
   number of meeting minutes X number of concurrent users = total people meeting minutes
   (e.g. a 60 minute meeting with 4 concurrent users = 240 total people meeting minutes)
d. The minimum billing period for any ordered VTM Seat shall be one (1) month even if the actual usage is less than a month.

e. The Contractor shall provide for pooling of minutes at the Agency level. The Contractor shall provide a monthly report of ordered seats and the actual usage of each seat. The report shall include information that is available in standard reports provided by the service provider (ie WebEx, Meeting Place, etc.); typically, this information includes the date, time the meeting is initiated, the number of connections, and the total number of minutes used. There is no rollover of monthly unused minutes.
f. If an individual seat's actual minutes exceed the ordered minutes for the subscribed seat type, the Contractor shall contact the DOCOTR or designee for resolution.
g. The VTM Seat and Catalog pricing includes help desk support for all VTM participant categories, with the same help desk scope as for any other ODIN product or service.
h. Temporary seats for the VTM Seat are available for no less than 1 month and for a maximum period of three months. If individual users exceed the three month period, that temporary seat will convert to a full VTM seat with DOCOTR or designee approval.
i. Virtual Team Meeting Service shall be available for ordering from the ODIN Catalog. This service shall provide for one-time requirement for ad hoc Virtual Team Meetings.
   (1) The catalog offering shall be in blocks of 100 minutes.
   (2) The catalog price shall be based on the number of requested minutes and user connections and priced at $0.15 per people meeting minute.
   (3) The price shall be calculated using $0.15 per minute rate X Number of minutes X Number of User connection = Catalog Price (e.g., a host wants to have a meeting for 120 minutes with 6 user connections; catalog price would be $0.15 X 120 minutes X 6 user connection = $108.00).
   (4) There will be no refund for unused minutes.

29. **MISCELLANEOUS MAINTENANCE SEAT (MA-MISC) DESCRIPTION** - For this Delivery Order, the MA-MISC seat is added as a desktop seat. This seat is a combination of MA-MISC, MA Peripheral, and MAPR2 seats and the pricing shall be calculated as a percentage of the Gross Asset Value (GAV) and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS. The description is provided below:

MA-MISC SEAT DESCRIPTION

Functionality: Provides standard maintenance services for a variety of computer peripherals and related hardware that is not directly associated with an ODIN seat. The purpose of this seat type is primarily to provide hardware maintenance and optionally print queue services for specialty printers, plotters, scanners, or other electronic equipment that does not fit the traditional definition of a "computer" (even though it may have an embedded CPU). The hardware in this seat type does not require connectivity to an ODIN managed network. System administration and system software services are made available if necessary for the effective functioning of the equipment. Moves/adds/changes are provided to accommodate the installation of catalog orders. The contractor shall have the right to assess equipment submitted as MA-MISC seats to determine that it is maintainable, and may refuse to accept equipment that is not maintainable for subscription as an MA-MISC seat. For equipment that is deemed to be non-maintainable, the Contractor shall submit justification to the DOCOTR for approval not to maintain that equipment.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	None	No hardware is provided by the outsource vendor
Application Software	None	No software suite provided
H/W Maintenance	Regular	Restore to service by close of next business

Service Type	Service Level	Typical Service Characteristics
		day
Systems Software Maintenance	None	No support for system software
ODIN-Application Software Support	None	No support for ODIN provided application software
Moves/Adds/Changes	Regular	Catalog orders installed/operational in 10 work days
LAN Services	Standalone	No network connection
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	None	No training is provided
System Administration	Basic	User controlled
Shared Peripheral Services	None	No access to network B&W printers
File Services	None	No server space
Local Data Backup and Restore	None	No local data backup and restore services
Desktop Conferencing	None	No desktop conferencing services
Laptop Loaner Pool Management	None	No loaner pool management services
Print Queue Services	None	No print queue or print queue maintenance
Color Services	None	No support for Color Printers

30. **PRINT QUEUE SERVICES FOR MA-MISC SEAT**– The following requirement adds print queue services for the MA-MISC seat.

PRINT QUEUE SERVICES
Service Description: Provides print queue or print queue maintenance.

Service Levels	Typical Service Characteristic
None	No print queue or print queue maintenance
Regular	Print queue or print queue maintenance

31. **COLOR SERVICES FOR A MA-MISC SEAT**– The following requirement adds Maintenance for Non-ODIN color printers.

COLOR SERVICES
Service Description: Provides Maintenance for Non-ODIN color printers

Service Levels	Typical Service Characteristic
None	No Color Printer maintenance
Regular	Color Printer maintenance

32. **DELIVERY OF NEW AND TEMPORARY COMPUTER SEATS** – For new and temporary seats, the Contractor shall provide the ordered services within the times established below. Delivery of new and temporary seats is in addition to the scheduled technology refreshment deliveries.

a. Standard Desktop and Laptop seats without augmentations shall be delivered within 5 work days. Workstation seats shall be delivered within 10 work days.
b. Desktop and Laptop Seats with augmentations shall be delivered within 10 work days. Workstation seats with augmentations shall be delivered within 15 work days.

c. The Contractor is not required to deliver more than 50 new and temporary seats per week. If the cumulative orders for any week exceed 50 new and temporary seats, the delivery of new seat and temporary orders in excess of this quantity will be negotiated with the DOCOTR or designee.

The delivery of new and temporary Computer seats shall meet the current requirements in NASA Standards 2804***x*** and 2805***x***, unless otherwise approved by DOCOTR. Additionally, the contractor shall provide the current Center Standard Load on all new and temporary computer seats.

33. **MONITOR STANDARD**: The minimum color monitor standard size is a 17" viewable flat panel color LCD display with minimum screen resolution 1280x1024 at 60 Hz. Larger or smaller screen options selected via the Desktop Monitor Service Level shall have the same minimum specifications with the exception of the viewable screen size, which is dependent of the service level selected. Flat panel monitors equal to or greater than 20" shall support a minimum screen resolution of 1600x1200 at 60 Hz.

Monitor Service Level Description:

Service Levels	Typical Service Characteristic
None	Government-Owned or retained ODIN existing monitor.
Basic	Two inch viewable size smaller than the Standard ODIN-provided monitor; shall be provided (15")
Regular	Standard ODIN-provided Monitor. The standard is a 17" flat panel.
Premium	Two inch viewable size larger than the Standard ODIN-provided monitor shall be provided (19")
Enhanced	Four inch viewable size larger than the Standard ODIN-provided monitor in a wide screen format shall be provided (21")
Critical	Seven inch viewable size larger wide screen format than the Standard ODIN-provided monitor in a wide screen format shall be provided (24")

34. **RETAIN EXISTING MONITORS** – The Government reserves the right to retain existing monitors. If the user selects the Desktop Monitor Service Level of "None", the Contractor shall retain and reinstall the existing monitor to the user's seat. The "None" service level option will result in a credit per month. If the monitor fails, the contractor will replace the monitor with functionally equivalent to the Regular service level; not necessarily the current Attachment R device or a new device. The user has the option to select a higher monitor service level 90 days prior to the scheduled technology refreshment date.

35. **SHARED PERIPHERAL SERVICES (SPS) DUPLEX PRINTING** - For any new printers provided as a shared peripheral service under this Delivery Order, the Contractor shall provide printers that include non-manual duplex printing. The Contractor is not required to replace or retrofit printers which are currently in use at the time the Delivery Order is issued to meet this duplex print requirement. The page per minute (ppm) performance requirements shall be applicable to printer operation but not duplex printing.

36. RESERVED

37. RESERVED

38. RESERVED

39. RESERVED

40. RESERVED

SECTION C – CORE SERVER SERVICES

1. **SERV1 SEAT DEFINITION** - SERV1 is a developmental/production server services seat for this Delivery Order.

   Functionality: Provides dedicated server within the ODIN infrastructure to communicate information within the scope of the ODIN Communications System. This includes the hardware, hardware support, network connection, operating system software, operating system software support, and necessary infrastructure to support applications development and production environments. The primary customer will not host development and production applications on the same SERV1 seat. Servers will be subject to the same availability and security requirements as the ODIN communications system.

   Additionally, the Contractor must provide smartcard readers and middleware (Note: see Core Standard Software Load for middleware Standard) for all SERV1 seats that meet the standards expressed in the NIST 800-96, PIV Card / Reader Interoperability Guidelines or otherwise specified by the DOCOTR or designee.

   Normal server administration (e.g., network security monitoring and management; performance monitoring and optimization; problem tracking and error detection; capacity planning, configuration management; and user support) will be performed by ODIN. ODIN Systems Administrator will perform all Operating System upgrades and apply needed patches (e.g., Service Packs) to the Operating System. These activities will be coordinated with the primary SERV1 customer. Server backups will be the responsibility of ODIN.

   ODIN shall provide local administrative rights to the primary SERV1 customer and an Alternative Point of Contact (POC/ALT) to allow server administration. Primary SERV1 customer will perform account management. All installation, upgrades, and patches will be coordinated and performed as a "team effort" between ODIN and the primary SERV1 customer.

   The primary SERV1 customer will be responsible for the acquisition, installation and configuration of all application software. Software which has been determined through a "Security Assessment Report" conducted by ODIN and found not to introduce additional risk, can be purchased through the ODIN catalog. In all cases where the SERV1 customer is purchasing specialized software not provided by ODIN, software acquisition and configuration remains the responsibility of the primary SERV1 customer.

   The Contractor shall submit the SERV1 configuration specification in accordance with the Attachment R Schedule for approval by the DOCOTR. In the case that the approved configuration does not meet the user's requirements, the user may augment the SERV1 platform via the catalog.

   Any system outages caused by primary SERV1 customer will not be counted against the ODIN metrics.

2. **PERFORMANCE DELIVERY SERVICE LEVELS FOR SERV1 SEAT** – Typical performance characteristics for the service levels of the SERV1 Seat under the Delivery Order are as follows:
   a. The performance characteristic for the Regular Service Level for the SERV1 Seat is Single processor dedicated server.
   b. The performance characteristic for the Premium Service Level for the SERV1 Seat is Dual processor dedicated server.
   c. The performance characteristic for the Enhanced Service Level for the SERV1 Seat is Quad processor dedicated server.

3. **DELIVERY TIME FOR NEW SERVER SEATS** – For new seats except for SERV1, the Contractor shall provide the ordered services within the times specified in the Master Contract E.3.1.8, Moves, Adds, Changes clause, for the regular service level.

Delivery time for the SERV1 seats shall be 20 days for standard seats and 35 days for augmented seats.

4. **SERV2 SEAT DEFINITION** - SERV2 is incorporated as a server services seat under the Delivery Order.

   Service Description: Administrative and Maintenance Services For Customer-Provided Development or Production Server

   Functionality: Provides system administration and maintenance services for a dedicated customer provided development or productions server. This includes routine administration services such as account administration, regular backup services (using customer-provided backup hardware), system monitoring and capacity analysis, and other related services. The Contractor shall provide maintenance services for hardware and system software. The customer is responsible for all application software, and for the quality and integrity of data stored on the server.

   Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform Architecture	Customer Provided Hardware	Customer provides the server to be administered under this seat
System Administration	Enhanced	ODIN controlled
Maintenance	Enhanced	Restore to service within 4 work hours
Storage Volume	None	Storage volume is defined by the customer-provided hardware
Data Backup and Restoration	Regular	Requires backups of seat data to be performed daily
Performance Delivery	N/A	Performance is defined by the customer provided hardware
Security Features	None	No additional security features
Server Location	Enhanced	Server is co-located with the customer, outside the ODIN central server facility

5. **PLATFORM ARCHITECTURE SERVICE LEVEL**– Platform Architecture is a server service level to supplement Master Contract Section E.3.2 SERVER SERVICE LEVEL DEFINITION.

   PLATFORM ARCHITECTURE
   Service Description: Provides platform architecture that includes a dedicated server with specified operating system. Each Center will identify a single operating system for the UNIX platform architecture.

Service Levels	Typical Service Characteristic
None	Customer-provided hardware and software
Windows	A dedicated server with Center-specified Windows server operating system
UNIX	A dedicated server with Center-specified UNIX operating system
MAC	A dedicated server with Center-specified MAC server operating system

6. **SERVICE LEVELS ADDED TO THE SERVER SERVICE LEVEL DEFINITIONS** – The service levels for the Delivery Order are defined as follows:

a. **Security Features**

Service Description: Provides additional security features above and beyond those required in Master Contract section C.8 in support of server seat requirements.

Service Levels	Typical Service Characteristic
None	No additional security features
Basic	Install and maintain secure transmission across the network (e.g., SSL, IPSec). All secure certificates shall be coordinated and approved by the center IT security manager or designee.
Regular	Perform data encryption (FIPS 140-2 compliant) on the local server seat volume by the primary customer. If primary keys are required, the customer will provide them.
Enhanced	Provide both secure certificates & data encryption (FIPS 140-2 compliant)

b. **Server Location**

Service Description: Provides physical location and associated connectivity for the server.

Service Levels	Typical Service Characteristic
Regular	Central ODIN Managed Site. Server is located in central ODIN managed facility with other ODIN managed servers
Enhanced	Customer Onsite Location. Server will be located at Customer's onsite location. Power (including UPS) and physical security comparable to that provided in the ODIN maintained site are customer responsibilities. Hardware will be secured in such a manner as to ensure physical integrity of the system. Backup unit is included with the seat and shall be in the same location. System unavailability related to the remote location or non-ODIN administration actions are excluded from ODIN metrics. Location must be capable of supporting appropriate network access. Moves, adds, changes will be performed in accordance with Section E.3.1.8.

7. **SERVER SERVICE MAINTENANCE CLARIFICATION** – The Critical service level under the Master Contract E.3.2.3 is clarified for the delivery order such that any authorized user may report a trouble call on a server seat with critical maintenance and the Contractor shall provide restore to service within two (2) contiguous hours.

8. **SYSTEM ADMINISTRATION FOR SERVER SERVICES** –

   a. System administration requests shall be completed by close of the next business day.
   b. The service levels set forth in Master Contract Section E.3.2.1, SYSTEM ADMINISTRATION are clarified as follows:
      (1) Under the Regular Service Level, the ODIN Contractor is not responsible for account management for SERV1 server seats.
      (2) Under the Enhanced Service Level, the ODIN Contractor is responsible for account management for SERV1 server seats.

9. **CRITICAL SERVICE LEVEL FOR STORAGE VOLUME** – Critical Service Level is an optional service level for server services under the Delivery Order. This Critical Service Level is defined as 150 GB of server space.

10. **CLARIFICATION OF WEB1 SEATS** – The Contractor shall be responsible for providing DNS entries and aliases. The number of entries and aliases will be based on historical data and best practices.

The WEB1 seat may contain multiple websites and multiple DNS aliases within the ordered space, provided IT security requirements are met.

11. **CLARIFICATION FOR APP1 AND FILE1 SEATS** – The Contractor shall establish a process for management of the Regular and Enhanced Service Levels for the APP1 and File1 server seats. The Contractor shall be responsible for providing the following system administration functions:
    a. Regular Service Level (User managed)
        (1) ODIN is responsible for establishing a single access point into the share
        (2) ODIN is responsible for creating groups.
        (3) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.
        (4) User is responsible for setting access rights throughout the share
        (5) The number of users allowed to access the share shall be unlimited.

    b. Enhanced Service Level (ODIN managed)
        (1) ODIN is responsible for establishing a single access point into the share
        (2) ODIN is responsible for creating groups.
        (3) ODIN is responsible for maintaining root directory access
        (4) ODIN is responsible for setting access rights throughout the share. Different groups may have different access rights within the same share (e.g. Group A has read-only, Group B has read/write, etc).
        (5) The number of users allowed to access the share shall be unlimited.
        (6) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.

12. **RESERVED**

13. **RESERVED**

14. **RESERVED**

15. **RESERVED**

16. **RESERVED**

SECTION D – CORE COMMUNICATION SERVICES

1. **DELIVERY OF NEW COMMUNICATION SEATS** – For new seats, the Contractor shall provide the ordered services within the times specified in the Move/Add/Change clause (Master Contract E.3.1.8) for the Regular service level.

2. **ADDITIONAL PCELL SEAT DEFINITION** - For this Delivery Order, the following is added as a phone seat in addition to the requirements set forth in the ODIN contract E.2.3.2.5:

   PCELL SEAT DESCRIPTION

   Functionality: Provides full digital cellular phone capabilities with 500 minutes per month, voicemail, two-way integrated speakerphone capability, and at a minimum, low battery indicator, caller ID, and other basic features. The seat shall include all long distance and roaming charges in the seat price, and shall include the instrument, battery, charger, belt clip or case (user's choice), and ear bud. Service shall allow for incoming calls from the same provider at no cost or deduction from pooled minutes.

   All PCell minutes shall be pooled at the Agency level. If the Agency pool of minutes is exceeded, the excess use shall be prorated for each PCELL user who exceeded their individual service level, pursuant to the pricing for excess use established in the catalog. The Contractor shall notify each Center DOCOTR of their Center's prorated cost of the Agency excess usage, and shall coordinate with the DOCOTR to develop a Center-approved invoicing procedure

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	Regular	Traditional Cellular Telephone
Hardware Refreshment	Enhanced	System replacement every 1.5 years
Service Plan	Regular	500 voice minutes
Text Messaging	None	No text messaging capability
Voice Mail	Basic	15 minutes of voice mail storage
Hardware Maintenance	Premium	Restore to Service within 8 work hours
Integrated Help Desk Support	Regular	Full Service 12 X 5 6 AM to 6 PM; Acknowledgement of Request within 1 hour
Calling Plan	Domestic	Domestic voice and data capability

3. **ADDITIONAL PCELL SEAT SERVICE LEVELS** – The following service levels are added for the PCell Seat:

   a. **Instrument** - is added as a service level for the PCell Seat. The service description and service levels are defined below:

      Service Description: Provides the PCell instrument type

Service Level	Typical Service Characteristics
Regular	Traditional Cellular Telephone
Premium	Cellular Phone with Push-to-Talk Capability

   b. Hardware Technology Refreshment

      Service Description: Provides for periodic refreshment of system hardware and required peripherals to more effectively and efficiently perform the objectives of the PCell seat type.

Service Levels	Typical Service Characteristic
Basic	Replacement every 2 years
Regular	Not Applicable to this Delivery Order
Premium	Not Applicable to this Delivery Order
Enhanced	Replacement every 18 months
Critical	Replacement every 12 months

c. Service Plan

Service Description: Provides the required communication service plan based domestic (CONUS) usage. International services will be acquired from the catalog on a per-minute basis.

Service Level	Typical Service Characteristic
Basic	300 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Regular	500 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Premium	850 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Enhanced	1200 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Critical	1900 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.

d. Text Messaging

Service Description: Provides service to send and receive text messages for the PCell seat.

Service Levels	Typical Service Characteristic
None	No text messaging selected
Basic	Provides up to 50 text messages a month.
Regular	Provides up to 100 text messages per month
Premium	Provides up to 1000 text messages per month
Enhanced	Provides up to 2500 text messages per month
Critical	Provides Unlimited text messages per month

e. Voice Mail

Service Description: Provides the services required for a voice mail system with the following capabilities: recorded announcements, audio and visual indicators of messages awaiting retrieval, forwarding capability, auto dial voice mail caller, auto reply (send message back to voice mail caller), create, delete, retrieval of messages from any DTMF phone (internal or external to Center).

Service Levels	Typical Service Characteristic
None	No Voice mail included
Basic	Voice mail with 15 minutes of storage
Regular	Voice mail with 30 minutes of storage
Premium	Not Applicable to this Delivery Order
Enhanced	Not Applicable to this Delivery Order
Critical	Not Applicable to this Delivery Order

f. Hardware Maintenance

Service Description: Provides standard hardware maintenance services for the seat that includes: System diagnostics and trouble shooting, System and component maintenance, and Hardware configuration, tracking, and documentation.

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 business days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

g. Integrated Help Desk Support

Service Description: Provides Help Desk contact, resolution, and tracking services for customer support for all ODIN-supported capabilities. The service also includes the generation of trouble tickets, providing customer and service providers with system status and alerts, and submitting unresolved problems to ODIN service providers. The ODIN-provided Help Desk shall be responsible for routing and tracking user requests for non-ODIN services to the appropriate service provider.

Service Levels	Typical Service Characteristic
Basic	Not applicable to this Delivery Order
Regular	Full 12x5 6:00am to 6:00pm Acknowledgment of request within 1 hour
Premium	Not Applicable to this Delivery Order
Enhanced	Full services. 24x7 operations; Acknowledgment of request within 30 minutes
Critical	Not Applicable to this Delivery Order

h. Calling Plan

Service Levels	Typical Service Characteristic
Domestic	Domestic voice and data capability
International	International and Domestic voice and data capability

4. **RESERVED**

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8. **RESERVED**

SECTION E – CORE CATALOG SERVICES

1. **DELIVERY TIME FOR CATALOG ITEMS** –

    a. The Contractor shall deliver catalog items within 10 business days from Center order placement. If ordered as a Category 1 item, the Contractor shall provide for installation within the 10-day delivery.

    b. For catalog requests for quote, the Contractor shall provide a quote response including price and delivery date to the requestor within two business days of the request.

2. **PERIOD OF PERFORMANCE FOR NEWLY PURCHASED CATALOG ITEMS** – The Contractor shall provide these services from the date the service is satisfactorily delivered to the end-user through the remainder of the Delivery Order period of performance, unless the period of performance for the catalog item is defined otherwise.

3. **CATEGORIES OF CATALOG ITEMS** – In accordance with Master Contract Section G.1, catalog items shall be priced in two categories.

    a. Category 1 shall include full ODIN support, including acquisition, installation/integration, maintenance, and consultation/support (as defined in Master Contract Section C.5.3 (k))
    b. Category 3 shall include acquisition and original equipment manufacturer's (OEM) standard maintenance facilitated by ODIN.

4. **CATALOG MAINTENANCE** – In addition to the requirements defined in Master Contract Attachment G, the Contractor shall provide the following maintenance for catalog services during the delivery order period of performance:

    a. For Category 1 hardware and software products and services, the user shall receive the same level of restore to service as ordered for the seat/services.
    b. For Category 3 software products and services, the Contractor shall provide OEM's standard maintenance (such as bug fixes, patches, etc.). The Contractor shall provide maintenance services to the user within 30 days of OEM release.
    c. For Categories 1 and 3 software, maintenance shall include all no-cost OEM updates and upgrades.

5. **DISK WIPING FOR NON-ODIN MANAGED DESKTOPS/LAPTOPS** - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to support disk wiping services for non-ODIN managed desktops and laptops. Typically this service is required when users at the Center excess Government-owned desktops/laptops. The items provided for disk wiping shall be IAW with NIST SP 800-88, with the exception of destroying resources which will be reutilized.

    Description of Services

    Functional Desktop/Laptop- (Still connected to power and operational) - - The Contractor shall perform a wipe and rewrite of the disk using NASA-Approved software as applicable, e.g., Ghost, Shred, etc. After successful completion of the wipe process, the Contractor shall label the unit with a sticker identifying the equipment as being wiped and then forward to NASA property disposition contractor. This is an in-place disk wipe and does not include removal to a central location, except at centers that currently require the disk wipe services at a central location.

    a. Non-Functional Desktop/Laptop (No longer able to be powered up and operated) - The Contractor shall remove the hard disk drive from unit and dismantle the drive. After destroying the plates, the Contractor shall reassemble the unit (less the HD) and label the unit with a sticker that indicates the hard disk drive has been removed and destroyed. Then forward to the NASA property disposition contractor.

Property Records - It is the user's responsibilities to ensure that all property records are properly updated / maintained. The applicable property forms must be submitted with the equipment for non-ODIN disk wipes.

6. **SANITIZATION OF OTHER NON-ODIN DEVICES:** The Contractor shall include items in the ODIN catalog to support the sanitization of non ODIN equipment that stores data and/or information. Sanitization is the elimination of all data/information, including software, by overwriting media or degaussing with a Center-approved sanitization procedure. This requirement encompasses all IT equipment that has non-volatile memory (e.g., handheld devices, external hard drives, routers, switches, network servers, network printers, network facsimile devices, desktop computers). The Contractor's procedures shall include ensuring that documentation exists, is maintained, and is available to the Government to provide documentation that all equipment for which it is responsible is properly sanitized. The level and type of sanitization shall be IAW with NIST SP 800-88, with the exception of destroying resources which will be reutilized.

7. **EARLY HARDWARE TECHNOLOGY REFRESHMENT** - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to enable early desktop seat hardware technology refresh. It will be NASA's responsibility to determine when this requirement was necessary. This service shall be available for desktop seats with the hardware refresh options of (1) Basic – five years, (2) Regular –four years, (3) Premium – three years, and (4) Enhanced – 18 months. The acquisition of this catalog item will reset the seat's Hardware Technology Refresh period for the option selected for that seat in the Center's Delivery Order Seat Database.

   Early refresh catalog orders shall not interfere with normal replenishment activities, and delivery date commitments shall be made in accordance with the delivery times specified for new seats.

   Early technology refreshment shall not count towards satisfying the monthly refreshment requirement. (See Part III, Section B. 7)

8. **VOLUME DISCOUNT FOR CATALOG ITEMS**

   a. The ODIN Contractor shall include volume discount information as part of the catalog services.
   b. As a minimum, the Contractor shall provide the following information:
      (1) Identify the catalog items/services that the Contractor has determined as eligible for volume discounted price(s).
      (2) For each identified item/service, provide the quantity volume to which the discount will be applied. The Contractor may choose to identify quantity bands.
      (3) Identify the price(s) or discount percentages that apply to the specified quantity volume. If the Contractor has identified quantity bands, the Contractor shall clearly identify the price or percentage discount that applies to each band.
      (4) Identify the time period in which the volume discount applies.

   c. The ODIN Contractor shall review catalog prices and availability at least quarterly and update the volume discounted listing, as needed.

   d. The ODIN Contractor shall ensure that the volume discounted price is applied to any single catalog order that includes multiple requirements for items/services listed as eligible for a volume discounted price.

      (1) For catalog services/items that are not eligible for a volume discount, the Contractor shall submit list to the DOCOTR for concurrence.

9. **RESERVED**

10. **RESERVED**

11. **RESERVED**

12. **RESERVED**

13. **RESERVED**

SECTION F – CORE METRICS

1. **METRIC PERFORMANCE RETAINAGE POOL (MPRP) - MASTER CONTRACT A.1.8(B):** For each service area, all three Level 1 metrics (Service Delivery, Availability, and Customer Satisfaction) must be met or exceeded in order for the MPRP to be awarded. **If not authorized for disbursal, the previous monthly MPRP will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar amount. The MPRP will be awarded on a monthly basis.**

2. **METRIC REPORTING/CALCULATION:** The Contractor shall report to two decimal places. Rounding is allowed using "5 and above" rounded up to the next higher number and "below 5" rounded down to the next lower number.

3. **AVAILABILITY METRIC – MASTER CONTRACT F.1.1.2**: The definition of the Availability Metric is supplemented with the following: A seat shall be considered unavailable if all requirements that have a contract-driven time or date to execute have not been fulfilled. The seat shall be considered unavailable unless waived by the DOCOTR.

4. **LEVEL 2 METRICS– MASTER CONTRACT F.1.2:** The following are the Level 2 metrics for use under this Delivery Order. Performance against these metrics will be used as part of determination for award of the Performance Retainage Pool (PRP). The Contractor shall report performance against these Level 2 metrics as part of a self-evaluation at the end of each PRP evaluation period.

Performance Metric	Service Area	Goal	Measurement	Actual Performance
Total Calls Received	Help Desk	Information only	Total calls received	
Total Calls Answered	Help Desk	Information only	Total calls answered	
Call Abandoned Rate	Help Desk	<8%	% of calls	
Average Speed to Answer	Help Desk	60	In Seconds	
First Level Resolution Rate	Help Desk	85%	% of solvable calls	
Web Ticket Submission Confirmation	Help Desk	Within 1hour	In Minutes	
Customer Satisfaction Survey Returns	All	No less than 15%	Number of surveys sent versus returned	

5. **RESERVED**

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8. **RESERVED**

9. **RESERVED**

SECTION G – HELP DESK SECTION

1. **Problem Reoccurrence:** If a problem recurs within 5 business days from the date that the original trouble ticket was closed, the Contractor shall re-open the original trouble ticket, and the originally-required return-to-service date and time should be retained. A new ticket shall not be opened. The original closed date shall be discarded and the new closed date shall be the date the problem was ultimately resolved. A recurring problem is a continuous issue that the user thought was previously solved. Thus, it is the responsibility of the Contractor to determine whether root problem is the same, or if user is only reporting the same symptom.

2. **Trouble Ticket Resolution:** The Contractor shall ensure that all calls to the Help Desk are logged, followed through to resolution, and reported to the Government on a monthly basis to ensure compliance. No ticket shall be closed without documenting the process and steps that were taken toward resolution.

   If a call can not be resolved within the contractually obligated return to service time period, the Contractor shall call the customer daily to ensure that problem resolution status is communicated until the problem is resolved. If the customer is not available at the time of the call, a voicemail message can be left at that time informing the user of the status, and if voicemail is not available, email is an acceptable alternative. The Contractor shall continue to contact the customer until his/her issue has been fully addressed and resolved.

3. **Support For Remote Users at Contractor-Supported Centers:** In addition to the requirements in Master Contract C.5.9.5, the Contractor shall provide local maintenance and help desk support for remote users and travelers at any Contractor-supported Center. The support shall be consistent with the service level that the user is entitled to at his/her primary Center, with the exception of the service metric for hardware failures, which is increased to return to service within two business days.

   All visitors to a Center with an ODIN seat, shall receive Level 1 help desk diagnostic support to determine the nature of a problem, and shall receive assistance in connecting to network printers, the Internet, local applications, and other shared resources, in accordance with ODIN support normally provided for these services.

4. **Help Desk Ticket Summary:** In accordance with DRD Core-9, Help Desk Ticket Summary, the Contractor shall provide a ticket summary to the DOCOTR or designee and shall provide them with real-time, on-line access to all help desk data contained in the Contractor's help desk tracking system. This access shall provide the ability to query and sort by customer name, data, ticket type, and ticket number, as well as perform a record-by-record review of the database.

5. **ODIN Help Desk Support for Non-ODIN Service Providers:** The following requirements supplement Master Contract E.3.1.11:

   a. As directed by the DOCOTR, the Contractor shall provide direct read-only access to Remedy for non-ODIN service providers. Specific details related to read-only access and definition of the non-ODIN service providers will be defined in the center-specific sections, if required.

      - Records shall remain open in the help desk/trouble ticket database and shall be monitored by ODIN until problem resolution and ticket closure by the non-ODIN service provider(s).

      - Non-ODIN calls and those serviced by non-ODIN service providers shall not be factored into the calculation of ODIN service delivery metrics.

6. **RESERVED**
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9. **RESERVED**
10. **RESERVED**

PART III CORE IT SECURITY REQUIREMENTS

IT security planning, implementation, and compliance is integral to all work performed under this contract, and therefore is not limited to the Contractor's IT security staff. The Contractor is responsible for ensuring that all of the services it provides comply with Federal and Agency laws, regulations, requirements, standards, policies, and procedures. The Contractor is also responsible for providing technical and managerial support for IT Security to the system owner, DOCO, DOCOTR and Center IT Security Manager (ITSM). The Contractor shall develop and document management, operational, and technical IT security procedures and controls for all services the Contractor provides to NASA. In accordance with NPR 2810.1***x*** requirements and utilizing the NASA IT Security Reporting, Repository, Development, and Document (ITS-R2D2) system, all services shall be in compliance with the appropriate Master IT System Security Plan for the service function. Any deviation from the controls shall be presented to the accreditation official for determination of action (action can be either a modification to the Master System Security Plan, the creation of a new Master to cover the special request, or rejection of the request for deviation). If there is no Master System Security Plan, the Contractor is responsible for designing and developing the security controls into the Subordinate System Security Plan for the DOCOTR or designee. For each of these services, the Contractor shall integrate the IT security procedures and control measures into their full life cycle, and shall test and annually review these procedures and controls for adequacy and compliance. The Contractor shall adhere to: NASA Procedural Requirements (NPR) 2810.1***x*** Security of Information Technology; NPR 1600.1 NASA Security Program Procedural Requirements; NASA Federal Acquisition Regulations (FAR) Supplement 1852.204-76; NIST Special Publications (SP) – 800 Series in accordance with the Agency NASA IT Requirements (NITRs) and Federal Information Processing Standards (FIPS); NASA Agency Chief Information Officer (CIO) requirements (including IT Security Standard Operating Procedures – ITS SOP); Agency policies and procedures; and other requirements as defined by the NASA CIO.

1. SYSTEM SECURITY CONTROLS

ODIN System Virus Protection and Scanning

i. The Contractor shall configure regular virus scans on all systems for which they are responsible, including but not limited to desktops and servers. The Contractor shall enable real-time file protection and schedule full virus scans no less frequently than weekly for ODIN servers, and no less frequently than weekly for ODIN desktops unless otherwise defined in Center policies.

ii. The Contractor shall also configure all ODIN systems for automatic updates of virus signatures. The Contractor shall install new virus signatures on the Center's antivirus distribution system within one (1) hour of the antivirus vendor's signature release. The Contractor shall make distribution data statistics available electronically to the system owner and DOCOTR or designee(s), or through Center-defined procedures.

iii. The Contractor shall provide guidelines for non-ODIN users (servers and desktops) on how to setup and maintain the connection to the central virus signature distribution system. The system owner, DOCOTR and/or designee(s) should have full access to this virus console.

iv. The Contractor shall license the virus protection client software at an Enterprise level (available to all systems on the NASA-owned networks, whether ODIN or non-ODIN) for all centers unless otherwise specified by the system owner, DOCO or DOCOTR. The Symantec licenses for non-ODIN customer seats will be separately purchased by the customer as an IUP and/or catalog purchase. For ODIN Desktop Seat customers, Symantec licenses are included in the seat price.

v. The Contractor shall establish a centralized repository where all virus incidents are reported. This includes incidents occurring on ODIN and may include non-ODIN desktops and servers on the Center.

vi. In addition to NASA Standard 2804***x***, the Contractor shall configure regular adware / spyware / malware scans on all systems for which they are responsible, but not including servers. The Contractor shall enable real-time system protection and schedule full

adware / spyware scans no less frequently than weekly for ODIN desktops unless otherwise defined in Center policies.

2. MANAGEMENT CONTROLS

Risk Management

i. Vulnerability Mitigation - The Contractor is responsible for mitigation of any vulnerability identified, tracking vulnerabilities and fixes, and reporting the statistics to the system owner, DOCOTR or designee. Depending on the assessed severity (critical, high, medium, or low) of a vulnerability and system owner, DOCO or DOCOTR concurrence with the severity, the Contractor shall evaluate, test, and implement a mitigation. The Contractor shall notify the system owner or DOCOTR when the vulnerability is mitigated. The Contractor shall submit a statistics report on a monthly basis for all vulnerabilities mitigated with their associated severity. A permanent mitigation is required for a critical or a high vulnerability; though in some cases a temporary mitigation may be necessary. The Contractor shall obtain approval from the system owner, DOCO or DOCOTR for a temporary mitigation.

For a medium or low vulnerability, the Contractor may mitigate the vulnerability or present a thoroughly researched recommendation that justifies accepting the risk. The Contractor shall comply with the standard and expedited requirements in the Vulnerability Mitigation Requirements Table below. The Contractor shall obtain approval by the system owner, DOCO, or DOCOTR for any deviation from the requirements.

For High Categorization Systems:

STANDARD REQUIREMENT	**CRITICAL**	**HIGH**	**MEDIUM**	**LOW**
Time to mitigation after severity concurrence	1 business days	5 business days	1 calendar months	Per mitigation plan
Time to create a plan for permanent mitigation	If temporary mitigation is used, 5 business days	If temporary mitigation is used, 15 business days	N/A	3 calendar months
Occurrences expected per contract year	**2**	**20**	**25**	**25**
EXPEDITED REQUIREMENT	**CRITICAL**	**HIGH**	**MEDIUM**	**LOW**
Time to mitigation after severity concurrence	4 business hours	16 business hours	10 business days	N/A
Time to create a plan for permanent mitigation	If temporary mitigation is used, 8 business hours	If temporary mitigation is used, 2 business days	N/A	N/A
Occurrences expected per contract year	1	3	N/A	N/A

For Moderate Categorization Systems:

STANDARD REQUIREMENT	CRITICAL	HIGH	MEDIUM	LOW
Time to mitigation after severity concurrence	5 business days	15 business days	3 calendar months	Per mitigation plan
Time to create a plan for permanent mitigation	If temporary mitigation is used, 10 business days	If temporary mitigation is used, 30 business days	N/A	6 calendar months
Occurrences expected per contract year	**2**	**20**	**25**	**25**
EXPEDITED REQUIREMENT	**CRITICAL**	**HIGH**	**MEDIUM**	**LOW**
Time to mitigation after severity concurrence	4 business hours	16 business hours	10 business days	N/A
Time to create a plan for permanent mitigation	If temporary mitigation is used, 8 business hours	If temporary mitigation is used, 2 business days	N/A	N/A
Occurrences expected per contract year	1	3	N/A	N/A

For Low Categorization Systems:

STANDARD REQUIREMENT	CRITICAL	HIGH	MEDIUM	LOW
Time to mitigation after severity concurrence	5 business days	1 calendar month	Per mitigation plan	Per mitigation plan
Time to create a plan for permanent mitigation	If temporary mitigation is used, 10 business days	If temporary mitigation is used, 30 business days	1 calendar year	1 calendar year
Occurrences expected per contract year	**2**	**20**	**25**	**25**
EXPEDITED REQUIREMENT	**CRITICAL**	**HIGH**	**MEDIUM**	**LOW**
Time to mitigation after severity concurrence	1 business day	5 business days	N/A	N/A
Time to create a plan for permanent mitigation	If temporary mitigation is used, 8 business hours	If temporary mitigation is used, 2 business days	N/A	N/A
Occurrences expected per contract year	1	3	N/A	N/A

3. **SYSTEM AND APPLICATION LIFE CYCLE REQUIREMENTS** - The Contractor shall follow the NIST Security Self-Assessment Guide for Information Technology Systems, NIST SP 800-26 and NIST Risk Management Guide for Information Technology Systems, NIST SP 800-30 requirements during all phases of the System and Application Life Cycle.

4. **COST ESTIMATE REQUIREMENTS** - When providing any NASA customer with a cost estimate, the Contractor shall include the cost of IT security requirements based NPR 2810.1***x*** requirements.